

EXHIBIT 45

Telmate Web FAQ

PRISON
POLICY INITIATIVE



Live Customer Service Available 24/7

866.516.0115

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FAQ

Have questions? Here are some of the most frequently asked questions from people just like you – the friends and family members of inmates and detainees.

¿Habla usted Español?

What is the customer service number?

What do I do when someone calls me from a jail or prison?

How can I prevent an inmate/detainee from calling me?

Can a block be removed from my phone number?

Can I leave a message for an inmate?

How does an inmate/detainee know that they have funds available?

When can inmates use the telephone?

Can I get a refund for prepaid funds?

If the prepaid account's balance is less than \$50, a prepaid calling card that can be used from any phone will be available upon the inmate's release. If the account's balance is greater than \$50.00, a refund can be issued. A processing fee of \$10 may apply. Some exceptions apply. For any refunds, please call 866.516.0115.

Can funds be transferred from a released inmate's account to another active account?

How long can an inmate talk on each call?

How can I check how much money is in my account?

Can I deposit money that the inmate/detainee can use to only call me?

Is my credit card information stored in your system?

What payment methods do you accept?

When is the customer service center open?

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Prior to Telmate, managing and getting support for our system was difficult at best. Since Telmate took over the inmate phone service, we have been pleased that they have stepped up and provided the proactive approach to monitoring and



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